

EMPLOYMENT OPPORTUNITY

GET RECORDS ASSISTANT

Closes: November 16, 2004 @ 5:00 p.m.

Washington Higher Education Coordinating Board

The Higher Education Coordinating Board (HECB) is a 10-member citizen board that makes recommendations to the Legislature and Governor on higher education policy and administers all of the state's student financial aid programs. The Board assesses the higher education needs of Washington citizenry and recommends enrollment and other policies to meet those needs. The Board is charged by state law with representing the "broad public interest above the interests of individual colleges and universities." The HECB reviews the operating and capital budget requests of the state's public colleges and universities and recommends budget priorities to the Governor and Legislature. The Board also approves new degree programs offered by the public four-year colleges and universities and administers other programs that serve the public.

Guaranteed Education Tuition Program

The Higher Education Coordinating Board administers Washington State's prepaid college tuition program known as the Guaranteed Education Tuition (GET) Program. The GET Program allows families to purchase tuition units now, for use at a later date. These funds are invested and the purchaser is guaranteed a return, which will cover tuition at some future date. The Committee on Advanced Tuition Payment, commonly referred to as the GET Committee, governs the program. The Committee is composed of the Executive Director of the Higher Education Coordinating Board, the State Treasurer, the Director of the Office of Financial Management, and two citizen members.

The GET Records Unit processes online and paper enrollment forms, maintains integrity of GET customer database by updating GET account records; and opens, scans and distributes all incoming mail (correspondence and documentation).

About the Position

The records assistant supports the record keeping functions for the program including processing of incoming mail, scanning of specified documents/correspondence, distributing documents to appropriate sections, preprocessing enrollment forms and assisting records coordinators in entering and maintaining accounts. May also interact with customers over the phone and in person.

It is estimated that approximately 90% of the duties will be in the area of records administration for the program and approximately 10% of duties will be in the area of direct customer service.

The work schedule for this position is Monday to Friday from 8:00 a.m. to 3:00 p.m. During peak periods, the records assistant may be required to work hours outside the normal work schedule.

This position is part time (.75) exempt and reports to the GET Process Analyst and Rules Manager.

Major Responsibilities:

- Scanning and indexing of program documents into the program's imaging system for fast and efficient records retrieval
- Entering checks received through program office into a check log
- Sorting and distributing all incoming documents
- Accurately process enrollment forms including data entry, tracking, routing, and filing
- Coordinating with other program staff to ensure the timely assembling and mailing of customer correspondence and other program materials
- Assisting in maintaining document-filing system, including regularly archiving documents
- Independently and/or in association with other program staff performing a variety of complex clerical projects and assignments such as preparing reports, establishing record keeping/filing systems and/or data base files, monitoring financial records
- Monitoring and maintaining database input/output quality control to ensure that data entered is correct and meets IRS and program policies, and US Postal Service mailing requirements
- Maintaining an electronic filing system for database files with multiple
- Searching database for duplicate entries and combine or eliminate where possible as needed
- Updating procedures to correct inaccurate data when found, and to reformat data that has been inaccurately entered into the database
- Producing regular data reports from systems as needed
- Performing complex word processing skills such as merging and sorting, integrating text with graphics, creating footnotes and outlines
- Using spreadsheets and database software to develop and maintain records

Other Duties:

- In coordination with customer service and financial management staff update customer records and information resulting from customer requests and from the detection of missing or inaccurate data
- During peak times and as back up, train new and existing staff and temporary employees to perform records administration duties as described above
- Serve as back up to other GET staff
- During peak times, assist with other program needs including: answering phones, and clerical duties
- Perform other duties as required

Required Skills, Knowledge and Abilities:

- Work effectively as a team member
- Able to work independently, apply and interpret laws, policies and procedures; use good judgment in evaluating and making decisions
- Knowledge of computer concepts, including MS Office products Word, Excel and Access or other database software, hardware, and research methods, and data collection

- Demonstrated ability to accurately and quickly enter data from paper and online documents into a computerized database
- Possess good proofreading, error detection and correction skills
- Ability and willingness to speak and communicate effectively with customers, supervisors and co-workers; to maintain a courteous attitude toward public and program staff, and to interact harmoniously and productively with GET co-workers and the entire HECB agency
- Ability to prioritize work assignments effectively, and perform duties efficiently in a high volume, fast paced environment
- Effectively estimate time frames, meet deadlines, plan and use available resources, coordinate work assignments with others, and to inform supervisor when additional resources are needed

Desired Skills, Knowledge and Abilities:

- Two years demonstrated clerical skills and data entry experience. Minimum two-year vocational or community college degree preferred. College-level course work in computer science may be substituted, year for year, for two years of the required experience.
- Qualifying experience will substitute, year for year, for education. Education will substitute, year for year, for experience.
- Experience with SCT Banner.

Salary Range and Benefits

The salary for this position depends upon experience and qualifications. The estimated salary range is \$1,370 to \$1,727 per month for 30 hours per week. Benefits include comprehensive health and insurance provisions, federal social security and state retirement contributions, vacation and sick leave programs.

Application Procedure

To be considered for this position, you must possess the minimum qualifications listed above and submit a complete application package, which must include the following:

1. **Letter of Application.** Letter of application that **specifically** addresses how your background qualifies you to perform the responsibilities described in this announcement and how you meet the skills, knowledge and abilities listed.
2. **Resume.** A current resume, including work experience and education.
3. **References.** Names, current addresses, and telephone numbers of three employment references.
4. **Information Release Form**
5. **Affirmative Action Form (optional).**

Initial screening will be based solely on the information contained in your application. You should keep a copy of your application for your files.

*Records Assistant
November 2004
Page 4*

Submit your complete application package to:

Kerri McConnell
Administrative Assistant
Washington Higher Education Coordinating Board
917 Lakeridge Way SW
P.O. Box 43430
Olympia, Washington 98504-3430

Application Closing Date

Application materials must be **received in the office** of the Higher Education Coordinating Board no later than **5:00 p.m., November 16, 2004**. Applications may be mailed or delivered to the above address, or faxed to (360) 704-6257. They may also be submitted in electronic format to: humanresources@hecb.wa.gov, please type "GET" in the subject line.

The Higher Education Coordinating Board is an equal opportunity/ affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please contact us as early as possible regarding any assistance you may require.



AUTHORIZATION TO RELEASE INFORMATION

As an applicant for a position with the Higher Education Coordinating Board, I am required to furnish information for use in determining my qualifications. In this connection, I hereby authorize the Higher Education Coordinating Board to make inquiries regarding my education, work experience and references, unless otherwise stated below. I hereby release all parties and persons associated with any such inquiries from liability in connection with information they give.

A photocopy of this release form will be valid as an original thereof, even though the said photograph does not contain an original writing of my signature.

Comments: _____

Printed Name

Signature

Date



Affirmative Action Data Sheet

Please complete and return this form with your employment application package.

Name: _____

Position: _____

Check the item that best describes how you heard about this position.

<input type="checkbox"/> Friend or neighbor	<input type="checkbox"/> HECB Job line/ Web site	<input type="checkbox"/> Newspaper or other publication*
<input type="checkbox"/> Department of Personnel		
<input type="checkbox"/> Other State Agency*	<input type="checkbox"/> Other	<input type="checkbox"/> An organization electronic notice*

*Please specify web site, organization, newspaper, publication or "other" source here:

The Higher Education Coordinating Board is an equal opportunity employer. The Board's state-approved Affirmative Action Program seeks to ensure that employment opportunity information reaches all qualified potential candidates, including African Americans, American Indians/Alaskan Natives, Asians/Pacific Islanders, Caucasians, Hispanics, women, men, persons age 40 and over, persons with disabilities, disabled veterans, and Vietnam era veterans. To implement this program more successfully, the Board requests that you provide the following information. Submission of this statistical information is voluntary; failure to complete this portion of the form will not adversely affect your candidacy for employment.

This information will be separated from your application and handled confidentially

Please check any/all of the following that apply:

<input type="checkbox"/> Male	<input type="checkbox"/> African American/Black	<input type="checkbox"/> Vietnam Era Veteran
<input type="checkbox"/> Female	<input type="checkbox"/> Asian/Pacific Islander	(served 180 days or more between 2/28/61
<input type="checkbox"/> Age 40 or older	<input type="checkbox"/> Caucasian/White	and 5/7/75 and does not have a
<input type="checkbox"/> Person with a disability	<input type="checkbox"/> Hispanic/Latino	dishonorable discharge)
	<input type="checkbox"/> Native	<input type="checkbox"/> Special Disabled Veteran
	American/American	(30% or more disability)
	Indian/Alaska Native	